

# SAFETY RECALL NOTICE

**VOLVO**

**SAFETY RECALL RVXX0004  
NOVEMBER 2000**

Dear Volvo Truck Owner:

This notice is sent to you in accordance with the requirements of the National Highway Traffic and Motor Vehicle Safety Act.

Volvo Trucks North America, Inc. has decided that a defect that relates to motor vehicle safety exists in certain ACL, WG, WX, WXL, and WXR model vehicles built between July 5, 1999, and November 16, 1999.

**SAFETY DEFECT:** The steering assist cylinder ball-socket assembly ball stud, may separate from the socket due to premature wear.

**POTENTIAL RISK:** If this event occurs, steering assist will be lost, resulting in increased steering effort without warning and a potential for vehicle accident.

**PRECAUTION YOU CAN TAKE:** There are no precautions you can take other than having a Volvo truck dealer replace the suspect TRW ball-socket assembly.

**REPAIR:** At no charge to you regardless of your vehicle's age or mileage, a Volvo truck dealer will inspect the ball-socket and replace where required.

**TIME REQUIRED FOR THE REPAIR:** The labor time required to repair your vehicle is about 45 minutes to 1 hour.

**WHAT YOU SHOULD DO:** Volvo Trucks North America, Inc. urges you to immediately contact a Volvo truck dealer for a service appointment to have your vehicle inspected and if required repaired. At the same time you are scheduling your service appointment, you will need to tell the dealer the recall kit code assigned to your vehicle. The recall kit code for your vehicle is found to the right of the recall number printed on the "Owner Response Card" i.e. RVXX0004 A, or RVXX0004 AB.  
In order for the dealer to have the correct parts for your vehicle, you must tell him the recall part code. Parts are currently available for shipment to the dealer scheduling your service appointment.

**NOTICE REGARDING  
LEASED VEHICLES:**

If you are a Lessor of vehicles subject to this Notice, you have an obligation under Federal Law to provide a copy of this Notice to all Lessees within 10 days of your receipt of this Notice. Further, you must maintain a record which identifies the Lessee(s) to whom you send a copy of this letter, the date you send this letter, and the Vehicle Identification Number(s) of the vehicle(s) that you have leased to that Lessee. For purposes of this Notice, the term Lessor means: a person or entity that is the owner, as reflected on the vehicle's title, of any five or more leased vehicles (as defined in 49 CFR Section 577.4), as of the date of notification by the manufacturer of the existence of a safety-related defect or non-compliance with a Federal Motor Vehicle Safety Standard in one or more of the leased motor vehicles.

**OWNER RECALL  
RESPONSE CARD:**

The enclosed "Owner Recall Response Card" identifies your vehicle. Presentation of this card to your dealer will assist in the processing of your vehicle in the shortest time possible. If you do not own, have sold or have traded the vehicle identified, please let us know by completing, and signing the postage-paid Card and returning it to Volvo Trucks North America, Inc. so we can update our records.

**ASSISTANCE:**

If your vehicle has not been modified within a reasonable time after delivering it to the dealer on the agreed-upon date, please contact:

Volvo Trucks North America, Inc.

Recall Department

P.O. Box 26115

Greensboro, NC 27402-6115

or call our toll-free number: 1-800-528-6586. You may also submit a complaint to the Administrator, National Highway Safety Administration, 400 Seventh Street, S.W., Washington DC 20590 or call the toll-free Auto Safety Hot Line at 1-800-424-9393. Washington, DC area residents may call 202-366-0123.

We regret any inconvenience this recall may cause, but hope you will share in our concern for your safety and satisfaction with your vehicle.

Sincerely,  
Volvo Trucks North America, Inc.